

Service Policy

Service procedure of Skriware printers:

1. Customer contact on email: support@skriware.com
 - a. Time to answer: up to 2 business days
 - b. The customer should prepare the following information for the application:
 - i. model and serial number of the printer (nameplate at the back of the printer)
 - ii. description of the problem
 - iii. photo documentation (not necessary, but will make it easier to consider the case)
 - iv. In case of a problem with a printed model, it should be attached in the STL and gcode format.

2. Solving the problem by email.
 - a. The problems to be solved by email are:
 - i. problems with printing (in order to solve the problem, you also need a model in the form of gcode and STL, photos of the first layer and model from different sides),
 - ii. problems with a broken or stuck filament in the extruder,
 - iii. problems with “heating error” message on the screen,
 - iv. problems with connections on the Skrimarket platform with the printer,
 - v. problems with internet connection,
 - vi. problems with the update,
 - vii. assistance in replacing the nozzle and calibrating the extruder,
 - viii. other problems related to the operation of the printer.

3. If the attempt to solve the problem by email fails, decision to send the printer to an authorized service center.
 - a. Complete the form and attach it to the shipment.

4. Service of the printer. 14 days from the receipt of the parcel to return the owner, in exceptional cases (including the lack of necessary items in the warehouse) the repair time can be extended up to 30 days.
 - a. Problems with the printer supported by an authorized service center:
 - i. Lack of power - although the printer is properly connected to the power supply
 - ii. Mechanical and other damages that prevents the printer from working properly

General conditions

The warranty is granted for a period of 24 months from the date of sale.

The printer should be used in accordance with the enclosed operating instructions.

The use of the printer, during the warranty period, in violation of the manufacturer's requirements contained in the instruction manual, results in the loss of this warranty.

During the warranty period, any faults resulting from fault of the producer will be repaired free of charge in the field of defects, material defects and executive defects.

The basis for the repair is a written application of the complaint with a detailed description of the damage and the cause for its creation.

In the event of a justified warranty repair, the costs of transport to the service are covered by the User / Buyer and the return journey of the Guarantor.

In the event of unjustified sending of the printer for warranty repair, the User / Buyer will be charged for the costs of transport in both directions and the costs of printer inspection according to the applicable price list.

The warranty period is extended by the time of repair.

The warranty does not cover:

1. Mechanical damage caused by improper use;
2. Thermal damage;
3. Chemical damage;
4. Damage caused by overvoltage in the power network or other random events;
5. Parts that are subject to wear during operation: extruder head (nozzle, hot end, heater, plastic insulator, thermistor), filament, replaceable beds;
6. Surface damages (discoloration, scratches, abrasions) caused by errors in storage / use of the product;
7. Damage caused by operation under conditions that do not meet the specifications;
8. Cables, buttons, sockets and other components exposed to intentional or accidental overloading;
9. Changes or temporary limitation of functionality as part of software upgrades;
10. Limitations or lack of communication with Skriware online services caused by problems or errors on the website.

Service Form

Contact person			
Date			
Company Name			
Name and Surname			
Delivery address			
City, postal code			
Contact phone and email address			
Delivery method for service	Shipment		Personal delivery
Device			
Name			
Serial number			
Service request number (given during email contact)			
Package contents			

1.	Is the printer under warranty?	
2.	Description of the fault	
3.	Additional remarks	

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Date, signature/stamp